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Ministry of Finance 2010-2011 Accessibility Plan

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Introduction

The Accessibility for Ontarians with Disabilities Act AODA, 2005 sets out the roadmap to make Ontario accessible by 2025. Under this act, accessibility standards are being developed and implemented to break down barriers in key areas of everyday working life.

These standards will increase accessibility for people with disabilities in the areas of customer service, information and communications, employment, transportation and the built environment.

The Government of Ontario is preparing to lead the way towards an accessible province. In 2010 the Government of Ontario was the first public service organization to report compliance with the first standard — Accessibility Standards for Customer Service Regulation (Ontario Regulation 429/07).

As the additional standards under AODA are established, the government is guided by the Ontario Human Rights Code and obligations set out in the Ontarians with Disabilities Act, 2001 (ODA).

Each year, the government sets the course to prevent, identify and remove barriers through annual accessibility plans required under the ODA.

Building on last year's plan, the 2010-11 accessibility plan will continue moving the Ministry of Finance towards the goal of an accessible province for all Ontarians.

As of January 1, 2010, the Ministry of Finance achieved full compliance with the Accessible Customer Service Regulation. The Ministry has implemented processes to ensure that:

- All obligated staff and newly obligated staff providing customer service or developing policy related customer service are trained in the "May I Help You?" modules;
- Notices of Service Disruptions for all buildings are posted in a timely manner; and
- An accessible feedback process has been created to respond and report on received feedback.

The Ministry of Finance is committed to proceeding with the other four areas of accessible standards, once approved and released. The Ministry will establish a plan to meet the requirement set out in each regulation to ensure compliance.

To view other ministries' Accessibility Plans please visit: [Ontario.ca](#)

Report on Accessibility Achievements for 2009-2010

Focus Area: Customer Service

Ministry of Finance Achievements:

- As of January 1, 2010, implemented the Accessible Customer Service Standards meeting compliance of the regulation.
- A process has been created to ensure that Notices of Service Disruption are posted in a timely manner.
- An accessible feedback process has been developed to respond to inquiries and suggestions.
- As of January 1, 2010, all obligated staff have been trained in both "May I Help You?" modules meeting compliance with the Accessible Customer Service Regulation. After January 1, 2010, 31 new obligated employees completed the "May I Help You?" training modules.

Focus Area: Information and Communication

Ministry of Finance Achievements:

- The information has been posted on the Accessible Customer Service Standards on both the internet and intranet sites. Documentation includes: OPS Customer Service Policy, the Ministry's Notices of Service Disruption Protocol, and the Ministry's Feedback Process.
- A website has been created on the intranet site to share resource tools and educational information to raise accessibility awareness.
- The first Accessibility Expo was held in Oshawa to raise awareness on Accessibility.
- A web team continues to keep up to date on new developments and intranet/internet standards.
- Publications continue to be provided in alternative formats as required.

Focus Area: Employment

Achievements:

- The Ministry of Finance completed its first Diversity Mentoring Partnership Program and has launched the second year program incorporating feedback received in the first year's program evaluations

Focus Area: Built Environment

Ministry of Finance Achievements:

- Upgraded the building's main entrance doors with access controls (automatic door), at 33 King Street, Oshawa, in an effort to meet future accessibility standards.
- Completed security enhancements by installing accessible security doors on the elevator vestibules located on the 3rd and 5th floor at 33 King Street, Oshawa,
- Upgraded the doors of main floor woman's washroom, at 33 King Street, Oshawa, with access controls (automatic door).
- Installed door handles in all accessible washrooms in the Frost building, Toronto, to ensure accessibility.
- Upgraded access controls (automatic door operators) to multi-level operators which allow activation at any height within 36" of the operator at 33 King Street, Oshawa. The upgrade addresses different mobility issues which contribute to meeting future accessibility standards.
- An adequate number of open passage accessible meeting areas within ministry locations which are compliant with the AODA standards, (Michael Starr, Oshawa, Frost Building, Toronto and 777 Bay Street, Toronto).
- The Facilities Management Services has completed four renovation projects in 2009/10 (Security Services & Emergency Management Offices, Corporate Programs and Coordination Offices, Records and Operations Customer Service Branch and 1st floor women's washroom). Every project complied with AODA Built Environment standards.
- Installed new signage that adheres to AODA standards effective June 2010.
- Included increased aisle widths to the space design in all renovation projects to meet AODA guidelines.

Report on Accessible Customer Service Requirements

The Accessibility Standards for Customer Service (Ontario Regulation 429/07), effective January 1, 2008, required all OPS ministries to comply with the Regulation by January 1, 2010.

The OPS was the first public organization to file its compliance report with the Accessibility

Directorate of Ontario in January 2010. In order to sustain compliance with the Accessibility Standards for Customer Service Regulation, it is vital that ministries continue to look for opportunities through their accessibility planning process to continue embed accessibility in all areas of planning, programs and policies.

Focus Area: Customer Service

Commitment: Ongoing

The Ministry of Finance will continue to monitor training needs to ensure all staff are trained in accordance with the Regulation; and that new/transferred/seconded staff receive training within the timelines set out in the training policy.

Planned Action(s):

All obligated new/transferred/seconded staff are notified within 90 days of their assignment of the training requirements for the Customer Service Regulation. Staff lists of obligated staff are maintained and tracked on a continuous basis. After January 1, 2010, the Ministry of Finance trained 31 new obligated employees on the "May I Help You?" training modules.

Implementation Timeframe: October 2010 — May 2011

Focus Area: Customer Service

Commitment: Ongoing

The Ministry of Finance will review its feedback process to ensure accessibility related issues are responded to appropriately and comply with the Ministry's standards in delivering goods and services to the public.

Planned Action(s):

All feedback received in person, writing and by any other means will be reviewed and a response provided to the client in a timely manner. To date, no negative feedback has been received. The Ministry will continue to monitor and review all feedback to ensure appropriate action is taken.

Implementation Timeframe: October 2010 — May 2011

Information and Communication Commitments

Information and methods of communication are key to delivering many government programs and services to the public. It is essential that the Ministry provides the same quality and service to everyone in the province.

In anticipation of the pending standards guiding Information and Communications, the Government of Ontario continues looking for opportunities to prevent and remove barriers to persons with disabilities when creating, procuring, conveying, receiving or distributing information and communications to the public.

Focus Area: Information and Communication

Commitment: Ongoing

The Ministry of Finance requires all web communications staff to incorporate accessibility considerations into the preparation of communication materials to ensure communication products are accessible to everyone.

Planned Action(s):

The Ministry of Finance's web team will continue to provide external and internal electronic information in accessible formats. The members of the web team will continue to keep their unit up to date on new technology trends and information that is accessible to all.

Implementation Timeframe: October 2010 — May 2011

Focus Area: Information and Communication

Commitment: Ongoing

The Ministry of Finance will incorporate accessibility considerations into its publications to ensure they are available in alternate format.

Planned Action(s):

The Ministry of Finance branch or unit receiving the request for an alternate format will arrange for production of alternative documents from ServiceOntario Publications directly as required. The Ministry of Finance ODA and AODA lead continues to provide advice and guidance on ODA and AODA

issues.

Implementation Timeframe: October 2010 — May 2011

Other Accessibility Commitments

Accessibility Improvement Initiatives to identify, remove or prevent barriers in preparation for AODA standards currently under development.

In anticipation of the upcoming standards, the Government of Ontario has planned several corporate initiatives in the following areas: Transportation, Employment, Built Environment and others. The goal of these focus areas is to make it easier for people with disabilities to travel in Ontario, ensure accessibility for people with disabilities across all stages of the employment life cycle and break down barriers in buildings. Many of the corporate initiatives identified for 2010-2011 aim to support ministries in their journey towards compliance with the upcoming standards.

To review a list of corporate initiatives, please refer to the Ministry of Government Services 2010-2011 Accessibility Plan.

Focus Area: Employment

Commitment: New

The Ministry of Finance will incorporate training on OPS Human Resources policies and directives.

Planned Action(s):

The Ministry of Finance will ensure managers and staff add the Bill 168 overview, OPS Workplace Discrimination and Harassment Policy and Workplace Violence Prevention Policy to their learning plans and complete the training within the year.

Implementation Timeframe: October 2010 — March 2011

Focus Area: Built Environment

Commitment: Ongoing

On an annual basis, Facilities Management Services of the Ministry of Finance will compile and communicate information on its inventory of open passage accessible meeting areas within ministry locations. As part of its ongoing services, Facilities Management Services will respond as necessary to additional requests pertaining to the meeting areas to ensure they meet the Ministry's needs.

Planned Action(s):

As work is completed on meeting rooms at various locations, the Ministry of Finance will incorporate universal accessibility in the design of space.

Implementation Timeframe: October 2009 — March 2011

Focus Area: Built Environment

Commitment: Ongoing

Ministry of Finance, Facilities Management Services will continue to assess the functionality of devices that provide access for persons with disabilities within ministry premises (e.g., power door actuators) against available accessibility building standards pending release of the AODA Built Environment standards.

Planned Action(s):

Where new floor space is acquired and existing floor space is renovated, the Ministry of Finance will upgrade existing access control devices within ministry premises to multi-functional devices. Where new devices are to be installed within ministry premises, Facilities Management Services will specify devices that are compliant with standards under the American Disabilities Act (ADA) until the release of future AODA standards.

Implementation Timeframe: October 2009 — March 2011

Focus Area: Built Environment

Commitment: Ongoing

Where new floor space is acquired and where existing floor space is renovated, the Ministry of Finance, Facilities Management Services will work with Ontario Realty Corporation to comply with requirements.

Planned Action(s):

The Ministry of Finance will incorporate the proposed built environment standards into the design of new or renovated floor space until the legislation is enacted.

Implementation Timeframe: October 2009 — March 2011

Focus Area: Built Environment

Commitment: Ongoing

Ministry of Finance, Facilities Management Services is developing new standards and templates for wayfinding and identification signage that are AODA compliant.

Planned Action(s):

The Ministry of Finance will incorporate the new standards and templates as proposed in the built environment standards into the design of new or renovated floor space projects and/or client requests for new and replacement signage.

Implementation Timeframe: September 2009 — March 2011

Focus Area: Other

Commitment: New

The Ministry of Finance will rename their Diversity category, in the Ministry's recognition program to Inclusion and Diversity

Planned Action(s):

The Ministry of Finance will revise its recognition program to enhance the Diversity category criteria and to rename the category to Diversity and Inclusion.

Implementation Timeframe: October 2010 — March 2011

Glossary of Terms / Acronyms

AODA — Accessibility for Ontarians with Disabilities Act

OPS — Ontario Public Service

ODA — Ontarians with Disabilities Act

For More Information

Questions or comments about the Ministry's accessibility plan are always welcome.

General inquiry number: 1-866-ONT-TAXS (1-866-668-8297)

TTY number: 1-800-263-7776 Toll Free (Ontario)

E-mail: FinanceCommunications.fin@ontario.ca

Ministry website address: www.ontario.ca/finance

Visit the [Ministry of Community and Social Services Accessibility Ontario web portal](#). The site promotes accessibility and provides information and resources on how to make Ontario an accessible province for everyone.

Alternate formats of this document are available free upon request from:

[ServiceOntario Publications](#)

Phone: 1-800-668-9938

TTY: 1-800-268-7095

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